

PTO/SB/21 (08-03)

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**TRANSMITTAL  
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Application Number	10/664,473
Filing Date	9/17/2003
First Named Inventor	Carey E. Garibay
Art Unit	3621
Examiner Name	
Attorney Docket Number	BEAS-01454US7

Total Number of Pages in This Submission

3

**ENCLOSURES (Check all that apply)**

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| <input type="checkbox"/> After Final   | <input type="checkbox"/> Petition to Convert to a Provisional Application               | <input type="checkbox"/> Proprietary Information  |
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| <input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53 |   |   |

**SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT**

Firm or Individual name	Joseph P. O'Malley Fliesler Meyer LLP
Signature	
Date	February 19, 2004

Reg. No.: 36,226

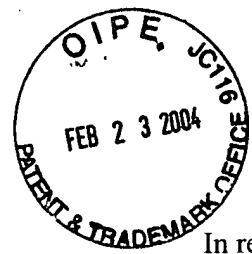
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This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application

Inventor(s): Garibay, et al.

Appln. No.: 10/664,473

Confirm. No.: 4342

Filed: September 17, 2001

Title: SELF-SERVICE CUSTOMER LICENSE  
MANAGEMENT APPLICATION ALLOWING  
SOFTWARE VERSION UPGRADE AND  
DOWNGRADE

PATENT APPLICATION

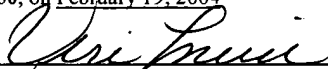
Art Unit: 3621

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Teri Muir

Signature Date: February 19, 2004

**PRELIMINARY AMENDMENT**

Art Unit 3621  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

Before examining the subject application, under Rule 37 C.F.R. 1.78 (5)(i) and 1.78(5)(ii); this amendment is being submitted within the sixteen months from the filing date of the prior filed provisional applications and we respectfully request that the application be amended as follows.